Customer Experience Update

Jennifer Navarrete
Customer Experience Lead – Rail Operations
Agenda Item #9
Agenda

- **Accomplishments**
  - Bikes Board First System Wide
  - Proof of Payment
  - Station Improvements
  - SF Giants Service
  - Mobile App
  - JPB Train/Station Evaluation

- **Works In Progress**
  - Lost and Found
  - Sustainability Efforts
  - Ticket Vending Machine (TVM)
  - Grade Crossing Improvements
  - F-40 Locomotive Overhaul
  - Uniforms
  - Electrification Progress
  - SF Hillside Clean Up
ACCOMPLISHMENTS

Bikes Board First System Wide
ACCOMPLISHMENTS cont’d

Proof Of Payment
Station Improvements
ACCOMPLISHMENTS cont’d

SF Giants Service
ACCOMPLISHMENTS cont’d

Mobile App
ACCOMPLISHMENTS cont’d

JPB Train/Station Evaluation
WORKS IN PROGRESS

Lost and Found

DATE:______ EMP #:______
TRAIN #:______ CAR #:______
LOCATION:______ DROP-OFF LOCATION:______
ARTICLE:______

04402

DATE:______
DROP-OFF LOCATION / NAME:______
ARTICLE:______

04402
WORKS IN PROGRESS cont’d

Sustainability Efforts
Ticket Vending Machine (TVM)
WORKS IN PROGRESS cont’d

Grade Crossing Improvements
F-40 Locomotive Mid-Life Overhaul
Uniforms
WORKS IN PROGRESS cont’d

Electrification Progress
WORKS IN PROGRESS cont’d

San Francisco Hillside Clean Up